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1c945 U.S. PTO


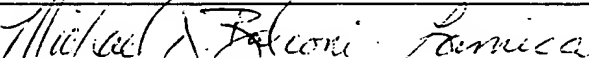
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Approved for use on 09/03/00. OMB 0651-0032  
Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

UTILITY PATENT APPLICATION TRANSMITTAL <small>(Only for new nonprovisional applications under 37 CFR 1.53(b))</small>		Attorney Docket No. 11433RRUS01U/22171.177	
		First Named Inventor or Application Identifier Mark J. Holden	
		Express Mail Label No. EL455942910US	
APPLICATION ELEMENTS See MPEP chapter 600 concerning utility patent application contents.		Commissioner for Patents Box Patent Application Washington, DC 20231	
1. <input checked="" type="checkbox"/> Fee Transmittal Form <small>(Submit an original, and a duplicate for fee processing)</small>		6. <input type="checkbox"/> Microfiche Computer Program (Appendix)	
2. <input checked="" type="checkbox"/> Specification [Total Pages 28] <small>(preferred arrangement set forth below)</small> <ul style="list-style-type: none"><li>- Descriptive title of the Invention</li><li>- Cross References to Related Applications</li><li>- Statement Regarding Fed sponsored R &amp; D</li><li>- Reference to Microfiche Appendix</li><li>- Background of the Invention</li><li>- Brief Summary of the Invention</li><li>- Brief Description of the Drawings (if filed)</li><li>- Detailed Description</li><li>- Claim(s)</li><li>- Abstract of the Disclosure</li></ul>		7. <input type="checkbox"/> Nucleotide and/or Amino Acid Sequence Submission <small>(if applicable, all necessary)</small> <ul style="list-style-type: none"><li>a. <input type="checkbox"/> Computer Readable Copy</li><li>b. <input type="checkbox"/> Paper Copy (identical to computer copy)</li><li>c. <input type="checkbox"/> Statement verifying identity of above copies</li></ul>	
3. <input checked="" type="checkbox"/> Drawing(s) (35 USC 113) [Total Sheets 3]		ACCOMPANYING APPLICATION PARTS	
4. Oath or Declaration [Total Pages 3] <ul style="list-style-type: none"><li>a. <input checked="" type="checkbox"/> Newly executed (original or copy)</li><li>b. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d)) <small>(for continuation/divisional with Box 17 completed)</small> <small>[Note Box 5 below]</small><ul style="list-style-type: none"><li>i. <input type="checkbox"/> <u>DELETION OF INVENTOR(S)</u> Signed statement attached deleting Inventor(s) named in the prior application, see 37 CFR 1.63(d) and 1.33 (b).</li></ul></li></ul>			
5. <input type="checkbox"/> Incorporation By Reference <small>(usable if Box 4b is checked)</small> The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being a part of the disclosure of the accompanying application and is hereby incorporated by reference therein.		8. <input checked="" type="checkbox"/> Assignment Papers (cover sheet & document(s))	
		9. <input type="checkbox"/> 37 CFR 3.73(b) Statement <input type="checkbox"/> Power of Attorney <small>(when there is an assignee)</small>	
		10. <input type="checkbox"/> English Translation Document <small>(if applicable)</small>	
		11. <input checked="" type="checkbox"/> Information Disclosure <input checked="" type="checkbox"/> Copies of IDS Statement (IDS)/PTO-1449 Citations	
		12. <input type="checkbox"/> Preliminary Amendment	
		13. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) <small>(Should be specifically itemized)</small>	
		14. <input type="checkbox"/> Small Entity <input type="checkbox"/> Statement filed in prior application Statement(s) Status still proper and desired	
		15. <input type="checkbox"/> Certified Copy of Priority Document(s) <small>(if foreign Priority is claimed)</small>	
		16. <input checked="" type="checkbox"/> Other: <u>Express Mail Certificate; and Request and Certificate Under 35 U.S.C. 122(b)(2)(B)(i).</u>	
17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information: <input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP) of prior application No: _____, filed: _____ prior application information: Examiner _____ Group/Art Unit _____			
18. CORRESPONDENCE ADDRESS			
<input type="checkbox"/> Customer Number or Bar Code Label  or <input checked="" type="checkbox"/> Correspondence address below			
NAME	Warren B. Kice		
	Haynes and Boone, LLP		
ADDRESS	901 Main Street		
	Suite 3100		
CITY	Dallas	STATE	TX
		ZIP CODE	75202
COUNTRY	USA	TELEPHONE	214-651-5634
		FAX	214-651-5940
Name (print/type)	Michael J. Balconi-Lamica		Registration No. (Attorney/Agent) 34,291
Signature			Date 12/12/00

a-107142

Page 1 of 2

**ADDED PAGES FOR APPLICATION TRANSMITTAL WHERE BENEFIT OF  
PRIOR U.S. APPLICATION(S) CLAIMED**

**18. Relate Back**

☒ Amend the specification by inserting, before the first line, the following sentence:

**A. 35 U.S.C. § 119(e)**

☒ This application claims the benefit of U.S. Provisional Application(s) No(s):

**APPLICATION NO(S):**

**FILING DATE**

06/174,199

12/31/99

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<b>FEE TRANSMITTAL</b>  Note: Effective October 1, 1997. Patent fees are subject to annual revision.	<b>Complete if Known</b>	
	Application Number	N/A
	Filing Date	Herewith
	First Named Inventor	Mark J. Holden
	Group Art Unit	Unknown
	Examiner Name	Unknown
TOTAL AMOUNT OF PAYMENT	(\$ ) 1,170.00	
Attorney Docket Number		11433RRUS01U/22171.177

<b>METHOD OF PAYMENT (check one)</b>		<b>FEE CALCULATION (continued)</b>			
1. <input checked="" type="checkbox"/> The Commissioner is hereby authorized to charge indicated fees and credit and over payment to: Deposit Account Number <b>08-1394</b> Deposit Account Name <b>Haynes and Boone</b> <input type="checkbox"/> Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17 <input type="checkbox"/> Charge the Issue Fee in 37 CFR 1.18 at the Mailing of the Notice of Allowance		<b>410. ADDITIONAL FEES</b>			
2. <input checked="" type="checkbox"/> Payment Enclosed: <input checked="" type="checkbox"/> Check <input type="checkbox"/> Money Order <input type="checkbox"/> Other					
<b>FEE CALCULATION</b>					
<b>1. FILING FEE</b>					
Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	Fee Paid
101	710	201	355	Utility filing fee	710
106	320	206	160	Design filing fee	
107	490	207	245	Plant filing fee	
108	710	208	355	Reissue filing fee	
114	150	214	75	Provisional filing fee	
<b>SUBTOTAL (1)</b>					<b>(\$ ) 710.00</b>
<b>2. CLAIMS</b>					
Total Claims	30	Extra -20	10	Fee X 18	= 180.00
Independent Claims	6	-3	3	X 80	= 240.00
Multiple Dependent Claims			0	X 260	= 00.00
Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	
103	18	303	9	Claims in excess of 20	
102	80	202	40	Independent claims in excess of 3	
104	270	204	135	Multiple dependent claim	
109	80	209	40	Reissue independent claims over original patent	
110	18	210	9	Reissue claims in excess of 20 and over original patent	
<b>SUBTOTAL (2)</b>					<b>(\$ ) 420.00</b>
Other fee (specify)					
Other fee (specify)					
* Reduced by Basic Filing Fee Paid					<b>SUBTOTAL (3) (\$ ) 40.00</b>

<b>SUBMITTED BY</b>		<b>Complete (if applicable)</b>	
Typed or Printed Name	Michael J. Balconi-Lamica	Reg. No.	34,291
Signature	<i>Michael J. Balconi-Lamica</i>	Deposit Account User ID	08-1394
Date	12/12/00		

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of Time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Box Patent Application, Washington, DC 20231. a-106937

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<b>REQUEST AND CERTIFICATION UNDER 35 U.S.C. 122(b)(2)(B)(i)</b>	First Named Inventor		Mark J. Holden
	Title	System And Method For Dynamic Queuing In An Automatic Call Distributor	
	Atty Docket Number		11433RRUS01U/22171.177

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

12/12/00  
Date

Michael J. Balconi-Lamica  
Signature

Michael J. Balconi-Lamica

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**

**Burden Hour Statement:** This collection of information is required by 37 CFR 1.213(a). The information is used by the public to request that an application not be published under 35 U.S.C. 122(b) (and the PTO to process that request). Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This form is estimated to take 6 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

Docket Number: 11433RRUS01U/22171.177

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Mark J. Holden et al.

Serial No. N/A

Examiner: N/A

Filed: Herewith

Group Art Unit: N/A

For: SYSTEM AND METHOD FOR  
DYNAMIC QUEUING IN AN  
AUTOMATIC CALL DISTRIBUTOR

Box Patent Application  
Assistant Commissioner for Patents  
Washington, D.C. 20231

# EXPRESS MAIL CERTIFICATE

Express Mail Number: EL 45594291OUS

Date of Deposit: 12/12/00

**I hereby certify that the following attached papers and fee:**

1. Utility Patent Application Transmittal Sheet (2 pages);
2. Fee Transmittal Sheet (in duplicate);
3. Patent Application consisting of 20 pages of Specification, 7 pages of Claims and 1 page Abstract of Disclosure;
4. 3 Drawing sheets;
5. Request and Certification Under 35 U.S.C. 122(b)(2)(B)(i);
6. Declaration and Power of Attorney;
7. Assignment and Recordation Cover Sheet;
8. Information Disclosure Statement with cited references;
9. Check in the amount of \$1,170.00 (\$1,130.00 for filing fee and \$40.00 for recordation of Assignment); and
10. A Return Postcard

are being deposited with United States Postal Service "Express Mail Post Office to Addressee" to the Assistant Commissioner for Patents, Box Patent Application, Washington, D.C. 20231.

## Dolly Milleson

Typed or Printed Name

Dolly Millson  
Signature

Signature  
a-107143

1C914 U.S. PTO  
09/735427  
12/12/00